



# How to update accommodation costs in MyService

## This guide explains how to update your accommodation costs in MyService

**Note:** This guide shows images of sample screens. They do not contain information relating to any DVA client.

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## How to update accommodation costs in MyService

### Step by Step guide

Step 1— On your MyService homepage, under Your information, click “My details”

Login to your MyService account and select “My details” from the homepage.

Note: your homepage might look a little different. Look for “My details” in the middle column.

The screenshot shows the MyService homepage. At the top, there is a dark blue header with the MyService logo on the left, the text "24hr counselling and support services" with a dropdown arrow, and the myGov logo on the right. Below the header, it says "Signed in as Xavier Larton" and a "Sign out" button. The main content area starts with a greeting "Good morning Jessica". Below this are four summary cards: "Tasks" (2 tasks to complete), "Claims" (3 claims submitted), "Payments" (\$256.79 12 Mar 2019), and "Transport" (2 upcoming trips). The main content is divided into three columns. The left column is "Services and benefits" with an "Apply now" button and links for "What can I apply for?", "Request review of decision", "Claim travel expenses", and "Book transport". The middle column is "Your information" with a list of links: "My details" (circled in green), "Service history", "Payment destination", "Representation", "Accepted conditions", "Correspondence", and "View all". The right column is "Report changes" with links for "Notify of overseas travel", "Update income and assets", and "Update accommodation costs". Below this is a "Your card" section showing details for a Gold card: Card type (Gold card), File number (QA015865), and Expiry (09/24), with a "View card details" link. At the bottom right of the main content area is a "Switch to MyAccount" link. The footer contains the Australian Government Department of Veterans' Affairs logo and name, along with links for "Disclaimer", "Privacy and security", "Copyright", "Terms of use", and "Feedback".

## How to update accommodation costs in MyService

### Step 2— My details

1. On your “My details” page, scroll down to the Accommodation details section. Click Change.

The “Accommodation details” section shown in the example shown below will only display if you receive Service Pension, Income Support Supplement, Veteran Payment or DVA-paid Age Pension payments and have told DVA you pay rent. You can use MyService to tell us about any changes to your living arrangements.

The screenshot shows the MyService interface. At the top, there is a navigation bar with the MyService logo, a '24hr counselling and support services' dropdown, and a 'MYGOV' logo. Below this, it says 'Signed in as Xavier Larton' and has a 'Sign out' button. On the left, there is a sidebar menu with options: 'Back to home', 'My details' (selected), 'Service history', 'Payment destination', 'Representation', 'Cards', 'Correspondence', and 'Commemoration'. The main content area is titled 'My details' and is divided into sections: 'Personal details', 'Contact details', and 'Accommodation details'. The 'Personal details' section includes fields for Title (Not specified), Name (Alex Kirby), and File number (Not provided), each with a 'Change' button. A note states: 'Some of the above information cannot be updated in MyService. To update call 1800 VETERAN (1800 838 372) or send us a message.' The 'Contact details' section includes fields for Email address (robjohnson@email.com), Home phone number (Not provided), Mobile phone number (0402111222), Residential address (Kent flats, 86 High Street, Warooka SA 5577, Australia), and Postal address (Kent flats, 86 High Street, Warooka SA 5577, Australia), each with a 'Change' button. The 'Accommodation details' section shows 'Accommodation costs' as '\$250 Paid weekly' with a 'Change' button circled in green. At the bottom, there is a footer with the Australian Government logo, 'Department of Veterans' Affairs', and links for 'Disclaimer', 'Privacy and security', 'Copyright', 'Terms of use', and 'Feedback'.

## How to update accommodation costs in MyService

### Step 3— Update your accommodation details

#### Update accommodation costs

##### Accommodation type

- Rental accommodation
- Private board and lodging
- Free accommodation

##### Update your rental payment details

###### Payment amount

\$


###### Payment frequency

-- Select frequency -- 

###### When did the change occur? (dd / mm / yyyy)

/  /

##### Upload proof of accommodation costs

 You will need to provide us with one document as proof of your current accommodation costs.

Documents you can provide are:

- Lease or tenancy agreement
- Latest accommodation payment receipt. Make sure the name and address of the person to whom you pay is written on the receipt.
- Any document that shows your current accommodation costs.

Accepted file types are pdf, jpeg or png. Maximum file size is 50MB

If there are reasons that prevent you from providing proof of your current accommodation costs contact us on 1800 555 254 and we'll try to assist you.

##### Uploads

Document title	Actions
<a href="#">rental-agreement.pdf (1.5 MB PDF)</a>	<input type="button" value="Delete"/>


## How to update accommodation costs in MyService

### Step 4— Upload supporting documents

Click “Upload a document” to provide any documentation to support your change in accommodation costs.

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#### Upload proof of accommodation costs

 You will need to provide us with one document as proof of your current accommodation costs.

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- Latest accommodation payment receipt. Make sure the name and address of the person to whom you pay is written on the receipt.
- Any document that shows your current accommodation costs.

Accepted file types are pdf, jpeg or png. Maximum file size is 50MB

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#### Uploads

Document title	Actions
<a href="#">rental-agreement.pdf (1.5 MB PDF)</a>	<a href="#">Delete</a>

[Upload a document](#)

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## How to update accommodation costs in MyService

Step 5— Click Submit at the bottom of the page

### Update accommodation costs

#### Accommodation type

- Rental accommodation
- Private board and lodging
- Free accommodation

#### Update your rental payment details

##### Payment amount

\$


##### Payment frequency

-- Select frequency -- 

##### When did the change occur? (dd / mm / yyyy)

/  /

#### Upload proof of accommodation costs

 You will need to provide us with one document as proof of your current accommodation costs.

Documents you can provide are:

- Lease or tenancy agreement
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<a href="#">rental-agreement.pdf (1.5 MB PDF)</a>	<input type="button" value="Delete"/>

## How to update accommodation costs in MyService

Provide feedback or get more help

We're here to help. Contact us on 1800 VETERAN (1800 838 372) for support and advice.

[Let us know your feedback](#) on this guide or MyService.